WELCOME!

to the

United States Army Civilian Human Resource Agency

Putting the Pieces Together

- ***Who*** We Are
  (Chain-of-Command)
- ***Why*** We're Here
  (Mission)
- ***What*** We Do
  (Function)
- ***Where*** We Are
  (Geographic Location)
- ***Army*** Values
- ***Civilian*** Creed

WHO We Are - *The BIG Picture*

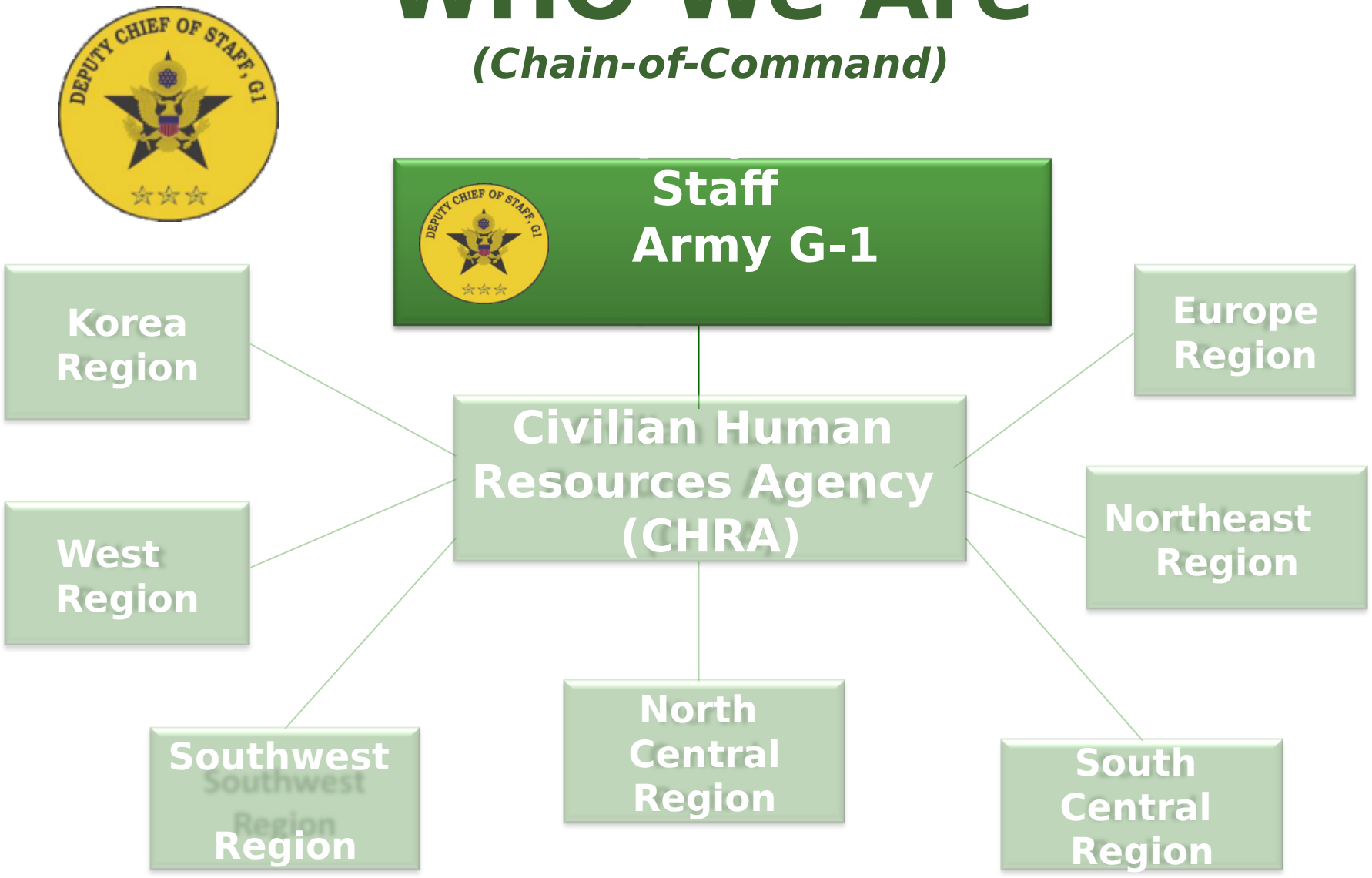
(Chain-of-Command)

WHO We Are

(Chain-of-Command)

WHO We Are

(Chain-of-Command)



Deputy Chief of Staff Army G1 (Personnel)

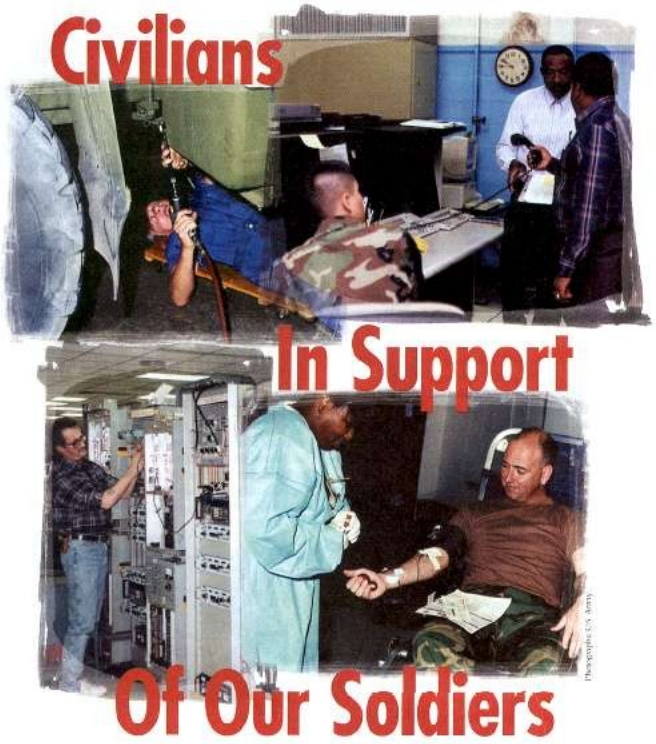
Washi DC

OUR MISSION:

- Our mission is to develop, manage and execute all manpower and personnel plans,
  programs and policies — across all Army Components — for the entire Army team
  Our vision for the human resource enterprise is a team of HR professionals
  dedicated to supporting and empowering Soldiers, Civilians, Families and Veterans
  worldwide in an era of persistent conflict. We will recruit, retain and sustain a high

WHAT We Do

Civilian Army



- Civilians serve in all theaters and are deployed worldwide
  supporting the Army mission and the Global War on Terrorism.

- Civilians work in a wide range of occupations, including
  scientist, engineer, administrator, physician, information
  technologist, childcare director, program analyst,
  recreation specialist, customer service representative,
  and many more.

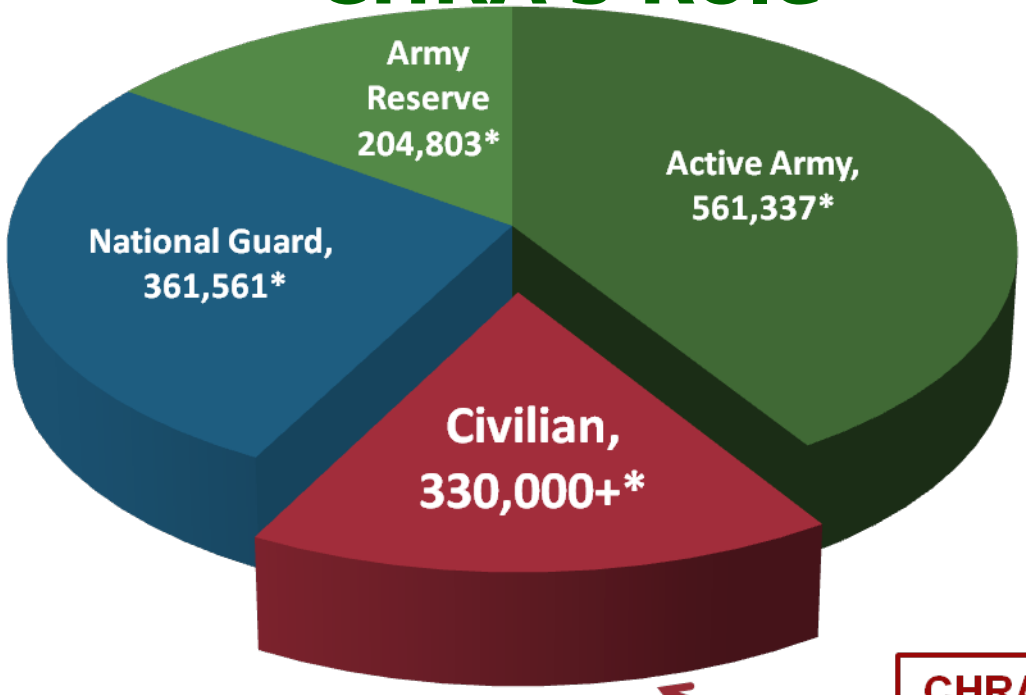
- Civilians work at various levels within the organization,
  including crafts, trades, clerical, technical, administrative,
  professional, supervisory, and executive.

Career Advancement

Civilians generally follow a path from entry level, through the intermediate level, to managerial or

Army Force Strength

CHRA's Role

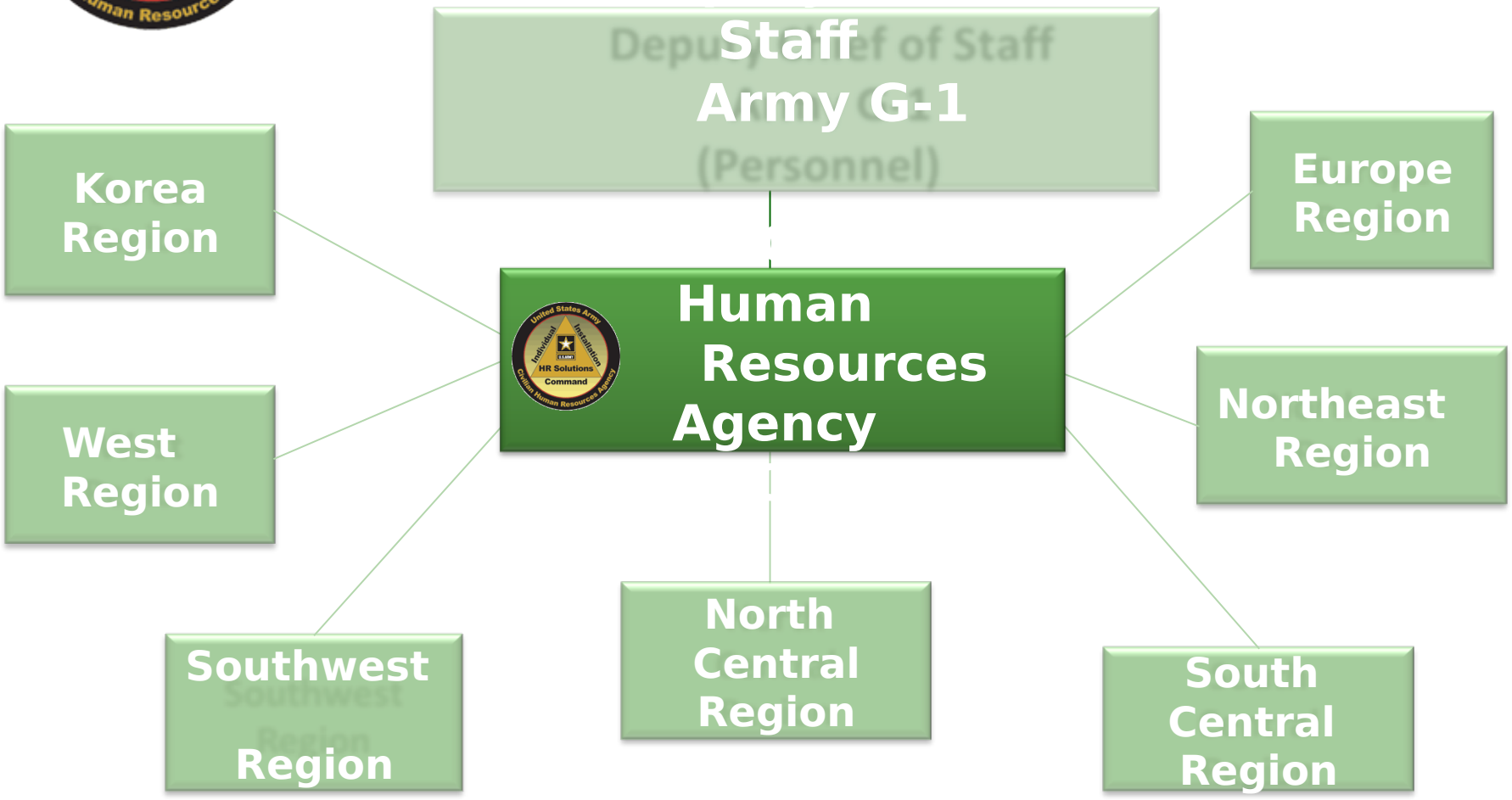


CHRA provides Human Resources support to the Civilian Army Workforce.

*Fiscal year 2011 data on this chart are from official sources, provided by the Army Civilian Service located at http://www.armycivilianservice.com/ and the US Army G-1 located at http://www.armyg1.army.mil/hr/docs/demographics/FY11_ARMY_PROFILE.pdf

WHO We Are

(Chain-of-Command)



Civilian Human Resources Agency (CHRA)

Aberdeen Proving Ground, MD

WHY We're Here *(Our Mission)*:

Civilians play a vital role in supporting the military and its Soldiers. Army civilians have skills that are not readily available in the military, but crucial to support military operations.

The **Civilian Human Resources Agency (CHRA)** oversees **civilian** personnel organizations consisting of Regional Director's Offices (RDOs); Regional Processing Centers, and Civilian Personnel Advisory Centers (CPACs).

CHRA organizations support installations and organizations by recruiting civilian employees; by determining equal pay for equal work; with management and employee relations; and with employee development and training.

Civilian Human Resources Agency (CHRA)

What We Do *(Our Function)*:

CHRA provides comprehensive Human Resource services, advice, and support for all of the following Human Resource functions.

Classification	Recruitment & Staffing	Compensation & Pay	Training
Management & Employee Relations	Labor Relations	Performance Management	Workers Compensation
Actions Processing	Records Maintenance	Central Resume Processing	Retirements
Human Capital Workforce – Advice & Assistance	Succession Planning	Benefits – Advice & Processing	

Human Resource Functions

Classification

- Assist management in defining their work into specific positions (jobs)
- Identify the scope & depth of job responsibilities along with the required tasks, knowledge, skills & abilities it takes to perform the work
- Determine salary by connecting the job to a pay range and schedule
- Use several automated systems to perform the classification function

Staffing

- Assist managers in finding and hiring people
- Prepare and market job announcements; rate applicants; send lists of applicants to managers; negotiate start dates
- Maintain various automated systems
- Work all processes related to personnel job changes

Labor Relations

- Provide advice and assistance to management regarding union matters
- Serve as management's representative in union negotiations and contract formulations
- Administer grievance procedures, arbitration and partnering efforts

(Negotiations involving overall salary, wages and benefits are excluded in Federal government by statute.)

Management-Employee Relations

- Provide advice and assistance to management and employees regarding employee performance and conduct, recognition, discipline, vacation and sick time, sexual harassment, safety, health & fitness, and third party resolution

Training

- Administer training and development for employees to minimize gaps in knowledge, skills and abilities required to meet job demands

CHRA Regions

WHAT Regions Do:

Regional Director's Office (RDO):

The RDO provides senior leadership and oversight of all civilian personnel advisory services, centralized human resource operations, fiscal program oversight, and senior supervisory authority of HR staff within the Region providing personnel services DoD civilian employees and military management.

Processing Center:

The Processing Center works in collaboration with CPACs using several automated systems to process employee actions such as promotions, reassignments, awards, resignations, new hiring, etc. The Center also maintains hard copy and automated employee records and ensures employees are paid properly and timely through reconciliation of employment data with the payroll department.

Civilian Personnel Advisory Centers (CPACs):

The CPACs provide the full range of HR support to managers (military and civilian), supervisors, and employees on all aspects of employment with the Army.

CHRA-Wide Support Organizations

❖ *ARMY BENEFITS CENTER-CIVILIAN (ABC-C)* – SW Region

The Army Benefits Center provides responsive quality service that allows Army serviced civilian employees to manage their benefit and entitlement portfolios. Located at Ft. Riley, KS (SW Region), the ABC-C provides automated benefits support to Army employees through the Employee Benefits Information System (EBIS), the Interactive Voice Response System (IVRS), and trained benefits counselors. Benefits support covers health and life insurance, retirement and thrift savings.

❖ *ARMY CIVILIAN TRAINING, EDUCATION & DEVELOPMENT SYSTEM (ACTEDS)* – NC Region

The Army Civilian Training, Education and Development System (ACTEDS) Intern Recruitment Office, located at Rock Island, IL (NC Region) is responsible for recruiting Department of Army ACTEDS Interns. This office centrally recruits ACTEDS Interns worldwide and extends job offers to selectees. They fill intern jobs worldwide for 21 different career programs.

❖ *FOREIGN ENTITLEMENTS* – NC Region

The foreign entitlements team at Rock Island, IL (NC Region) processes civilian personnel foreign entitlements for the five CONUS Army regions. Foreign entitlements relate to permanent and temporary personnel moves and temporary travel to foreign locations, including monetary allowances and pay relating to the specific foreign assignment.

❖ *MEDICAL CELL (MEDCELL)* – NC Region

The Medical Cell (MEDCELL) located at Rock Island, IL conducts recruitment for 28 medical occupations. MEDCELL helps management fill medical jobs by maintaining a repository of qualified job applicants through an automated system that allows managers to view applicants and make job selections.

WHERE We Are

Continental United States

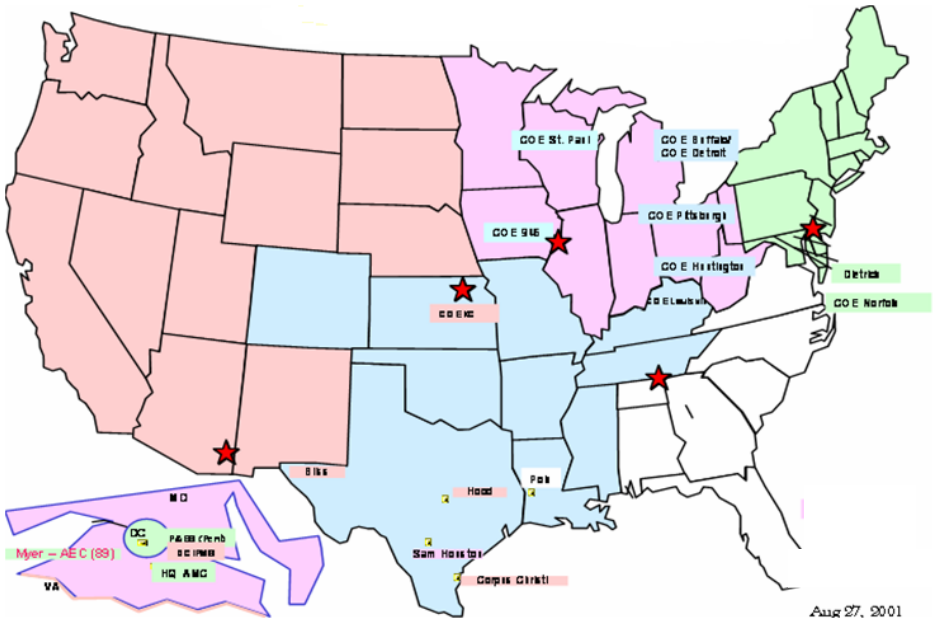
(Geographic Locations)

West Region

Ft. Huachuca, AZ
Ft. Irwin, CA
Seattle, WA
Yuma Proving Ground, AZ
Ft. Lewis, WA
Dugway Proving Ground, UT
Presidio of Monterey, CA
White Sands, NM
Tooele Army Depot, UT
Walla Walla, WA (USACE)
Sierra Army Depot, CA
San Francisco, CA (USACE)
Portland, OR (USACE)
Omaha, NE (USACE)
Ft. Bliss, TX
Ft. Hood, TX
Corpus Christi, TX
Kansa City, MO (USACE)
Ft. Richardson, AK
Camp Zama, Japan

NC Region

Rock Island, IL; Ft. Belvoir, Ft. Meade, MD; Ft. McCoy, WI; Ft. Sam Houston, TX; Bethesda, MD; Warren, MI, Washington, DC; Arlington, VA



NE Region

Aberdeen Proving Ground, MD
Adelphi, MD
Carlisle , PA
Ft. Detrick, MD
Ft. Dix, NJ
Ft. Drum, NY
Ft. Monmouth, NJ
Alexandria, VA
Letterkenny Army Depot, PA
Picatinny, NJ
Tobyhanna Army Depot, PA
Baltimore, MD (USACE)
Concord, MA (USACE)
New York, NY (USACE)
Norfolk, VA (USACE)
Philadelphia, PA (USACE)
Natick, MA
Watervliet Arsenal, NY
West Point, NY

South West Region

Ft. Riley, KS; Ft. Carson, CO; Ft. Sill, OK; Ft. Knox, KY; Ft. Leonard Wood, MO; Ft. Campbell, KY; Ft. Leavenworth, KS; Blue Grass Army Depot, KY; McAlester Army Ammunition Plant, OK; Red River Army Depot, TX; Pine Bluff Arsenal, AK; Dallas, TX (USACE); St Paul, MN (USACE); New Orleans, LA (USACE); Memphis, TN (USACE); Vicksburg, MS (USACE); St Louis, MO (USACE); Louisville, KY (USACE); Nashville, TN (USACE): Pittsburgh, PA (USACE); Huntington, VA (USACE)

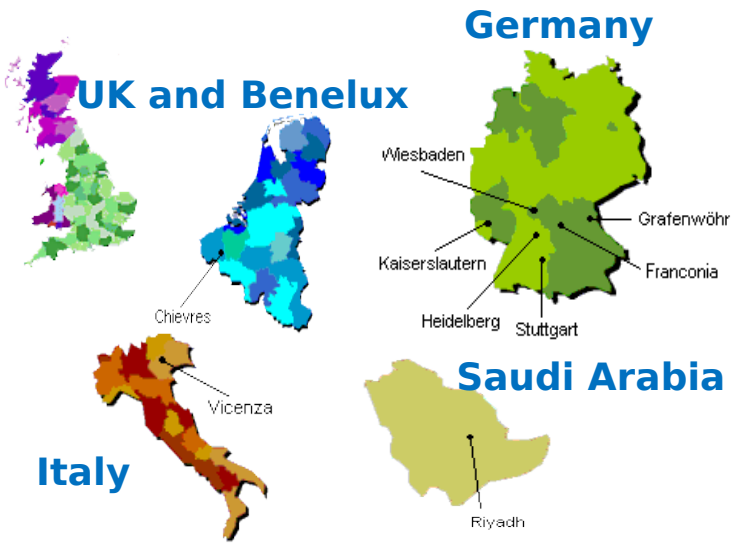
South Central Region

Redstone Arsenal, AL; Anniston Army Depot, AL; Ft. Benning, GA; Ft. Bragg, NC; Ft. Eustis, VA; Ft. Gordon, GA; Ft. Jackson, SC; Ft. Lee, VA; Ft. McPherson, GA; Ft. Monroe, VA; Ft. Polk, LA; Ft. Rucker, AL; Ft. Stewart, GA; Sunny Point, NC; Charleston, SC (USACE); Jacksonville, FL (USACE); Mobile, AL (USACE); Savannah, GA; (USACE); Wilmington, NC (USACE)

WHERE We Are

Outside Continental United States

(Geographic Locations)



Europe Region

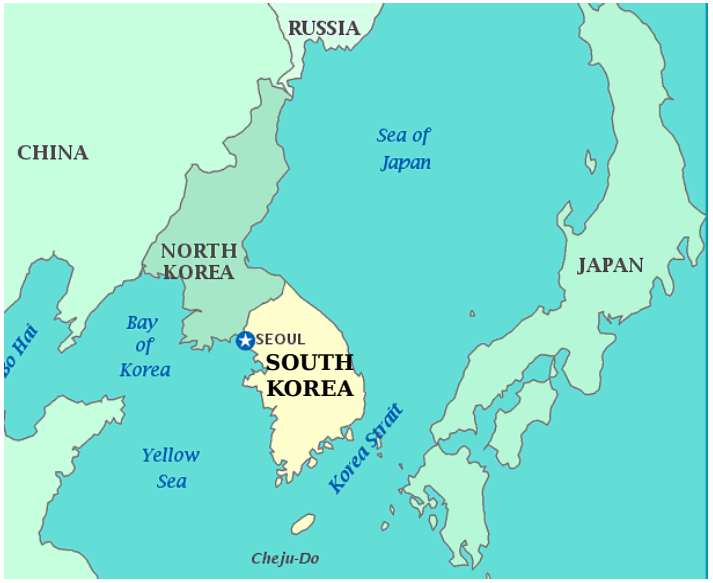
CPAC Locations:

Benelux
Franconia
Grafenwoehr
Wiesbaden
Heidelberg
Kaiserslautern
Saudi Arabia
Stuttgart
Vicenza

Far East Region

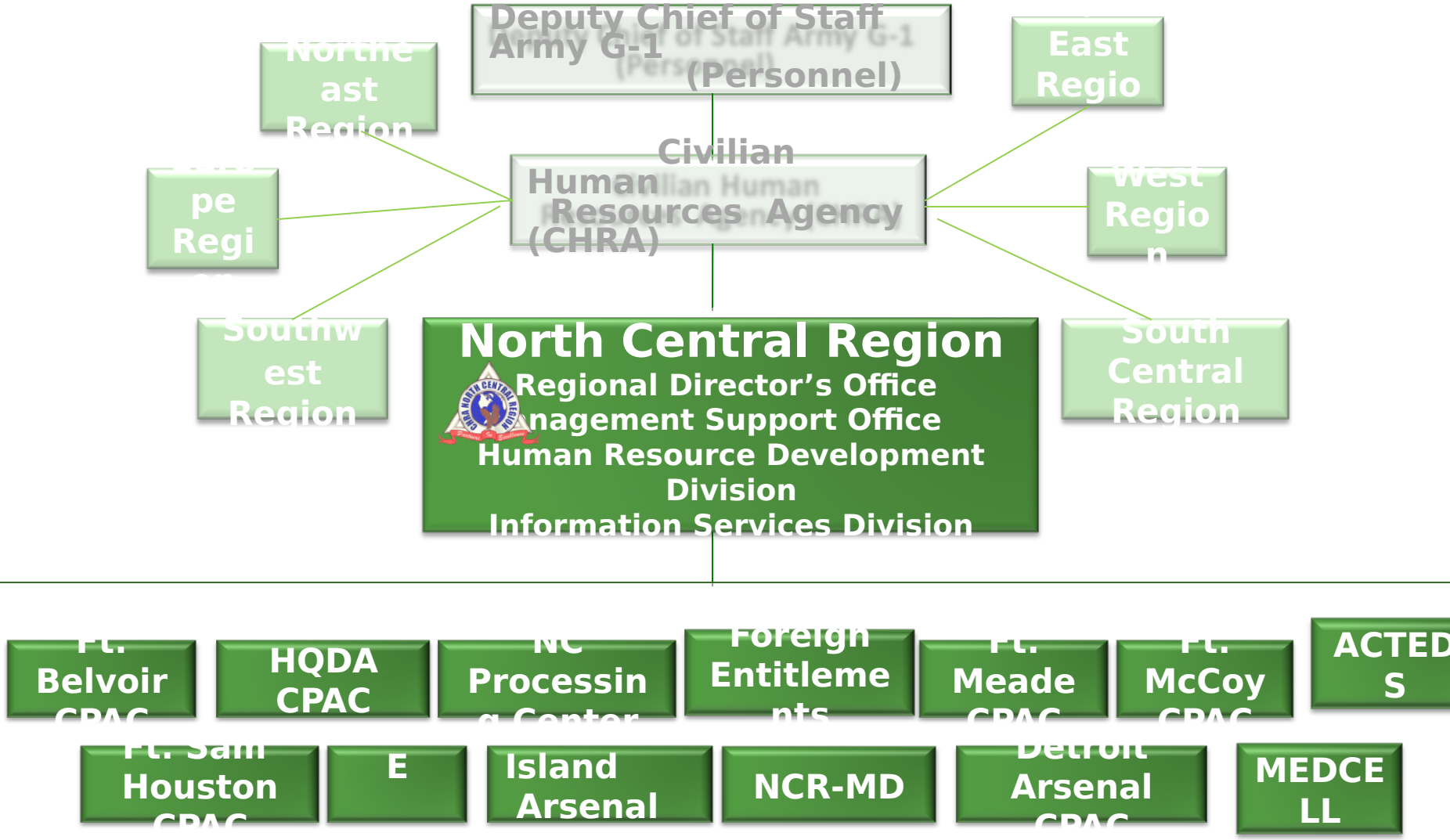
CPAC Locations:

USAG Daegu, Daegu Korea
USAG Red Cloud, Uijeongbu Korea
USAG Yongsan, Soul Korea
USAG Humphreys, Anjung-ri Korea
USAG Japan, Camp Jama Japan



WHO We Are

(Chain-of-Command)



North Central Region

WHO We Are *continued*

The North Central Region is one of five Army Regional Civilian Personnel Regions located within the Continental United States (CONUS) and two located outside the United States (OCONUS). Our organization consists of highly-skilled, customer service focused professionals who are “Partners in Excellence.”

The NC Region consists of :

- Regional Director ‘s Office (RDO) – *includes Executive Officer, Human Resource Development Division, Information Services Division & Management Support Office*

- NC Processing Center

- Eight Civilian Personnel Advisory Centers (CPACs) & one Civilian Human Resource Center (CHRC)
  - *Ft. McCoy CPAC*
  - *Ft. Sam Houston CPAC*
  - *Headquarters Department of Army (HQDA) CPAC*
  - *Ft. Belvoir CPAC*
  - *Ft. Meade CPAC*
  - *Headquarters US Army Corps of Engineers (USACE) CPAC*
  - *Detroit Arsenal CPAC*
  - *Nation Capitol Region – Medical Directorate (NCR-MD) (CHRC)*
  - *Rock Island CPAC*

- CHRA Wide Support Organizations: *ACTEDS, MEDCELL & Foreign Entitlements*

WHERE We Are

(Geographic Location)

Army Values

Loyalty
Bear true faith and allegiance to the U.S. constitution, the Army, and other soldiers.
Be loyal to the nation and its heritage.

Duty
Fulfill your obligations.
Accept responsibility for your own actions and those entrusted to your care.
Find opportunities to improve oneself for the good of the group.

Respect
Rely upon the golden rule.
How we consider others reflects upon each of us, both personally and as a professional organization.

Selfless Service
Put the welfare of the nation, the Army, and your subordinates before your own.
Selfless service leads to organizational teamwork and encompasses discipline, self-control and faith in the system.

Honor
Live up to all the Army values

Integrity
Do what is right, legally and morally.
Be willing to do what is right even when no one is looking.
It is our "moral compass" an inner voice.

Personal Courage
Our ability to face fear, danger, or adversity, both physical and moral courage.

Civilian Creed

Army Civilian Corps Creed

- I am an Army Civilian – a member of the Army Team
- I am dedicated to our Army, our Soldiers and Civilians
- I will always support the mission
- I provide stability and continuity during war and peace
- I support and defend the Constitution of the United States and consider it an honor to serve our Nation and our Army
- I live the Army values of Loyalty, Duty, Respect, Selfless Service, Honor, Integrity, and Personal Courage
- I am an Army Civilian